



# Maryland Department of Budget & Management

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*Office of Information Technology  
Telecommunications Access of Maryland*

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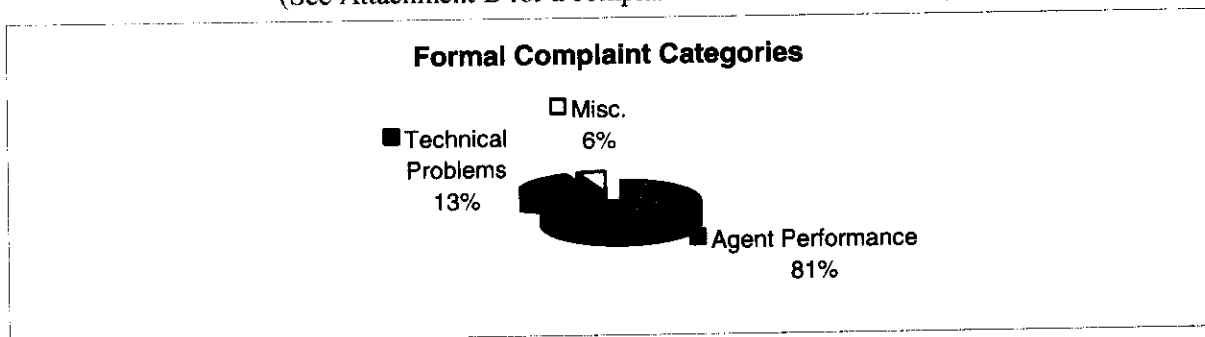
## **FCC Docket No. 98-67** **Maryland Relay Summary Log: June 1, 2001 – May 31, 2002**

For the period of June 1, 2001 through May 31, 2002, Maryland Relay processed 2,407,616 calls and received a total of one hundred seventy-three (173) customer complaints. These complaints were filed with supervisors, account managers, Sprint Relay Customer Service, and/or with the State of Maryland's Telecommunications Access of Maryland (agency which oversees the TRS contract with Sprint.) Although very few alleged complaints directly violate the federal minimum standards for telecommunications Relay Services, all complaints formally registered have been listed.

None of the one hundred and seventy three formally filed complaints, which were in violation of the FCC rules, were escalated for action to the State of Maryland or to the Federal Communications Commission.

Although issues may have been escalated to the PSC or the FCC, none required formal Commission action, and were all resolved at the state contract administrator or provider level.

(See Attachment A for a summary log of formal complaints)  
(See Attachment B for a complaint detail and resolutions)



The State of Maryland Telecommunications Access of Maryland is aware that some complaints are anecdotal in nature and/or may not have been recorded by the provider because they did not have all of the required associated data. In order to proactively find any unreported problems or anomalies related to the Maryland Relay, the State of Maryland hired an outside consultant to perform two separate quality assurance tests. A summary of the results of this quality assurance testing are listed below. As a result of this quality assurance testing and advances in TRS technology, the State of Maryland issued a Request for Proposal (RFP) with new requirements and stricter standards. On November 20, 2001 the State released

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the RFP which included more stringent standards, and also new technology requirements which allow TRS users to have a phone service that is functionally equivalent.

### **Summary of First Quality Assurance Testing Results – April 2001**

<b>Criteria Measured</b>	<b>Results</b>
Number of Calls Evaluated	505
Number of Operators Surveyed	223
Overall Typing Accuracy	85.0%
Overall Typing Speed	70.9 wpm
Percent of Operators providing ID Number	91.5%
Percent of Operators asking voice person if familiar with relay	94%
Percent of Operators providing Relay explanation verbatim	80%
Percent of Calls relayed verbatim	62.4%
Percent of calls with garble	3.4%

Following review and assessment of the results from the first round of Quality Assurance Testing, operators and supervisors were given intense training on proper procedures in problem areas and coaching for job development skills in areas that indicated a need for improvement.

### **Summary of Second Quality Assurance Testing Results August/September 2002**

<b>Criteria Measured</b>	<b>Results</b>
Number of Calls Evaluated	403
Number of Operators Surveyed	160
Overall Typing Accuracy	84.7
Overall Typing Speed	67.9
Percent of Operators providing ID Number	97.5
Percent of Operators providing Relay explanation	98.4
Percent of Calls relayed verbatim	90.1%
Percent of Calls with garble	0%
Percent of Voice Retrieval Calls handled correctly	53.8

In summary, Maryland Relay received relatively few complaints from customers during the time-period for this report. Although we are pleased that users would appear to have an extremely high satisfaction rating of the service, we will continue to be pro-active in improving relay service for our customers. We will continue to contract for the services of an independent evaluator to ascertain the quality and performance of Maryland Relay and use the results as a tool to continually improve the quality of relay

services we offer our customers. The requirements contained within the new RFP raised the Relay standard for the quality and service of Maryland Relay, has more stringent standards, and will provide Maryland Relay customers with a higher degree of satisfaction.

Respectfully submitted,

*Brenda Kelly-Frey*  
*By: Pam Stewart*

Brenda Kelly-Frey, Director - TAM  
Maryland Department of Budget & Management  
301 W. Preston Street Suite 1008A  
Baltimore, MD 21201  
1-800-552-7724

- Customer had "Call Waiting" feature but learned later that the calls via MD Relay reached the customer number and rang continuously.
- Customer complained about no ANI showing up when calling MD Relay several times and had to provide the number calling from to the operator.
- Voice customer received TTY tones when calling MD Relay and did not get any voice greetings.
- VCO customer with new equipment received a loud buzzing noise when giving the number to the operator.

#### *Miscellaneous Complaints*

1. 1 - complaint concerned Rates
2. 1 - complaint concerned no 900 Number
3. 1 - complaint concerned a customer's Carrier of Choice Not Being Available
4. 2 - complaints concerned a Network Recording
5. 5 - complaints concerned other issues such as:
  - Customer did not like the idea of phone number being given out because MD Relay Service began providing Caller ID feature.
  - When dialing 711, customer wanted the system to answer TTY first, not voice.
  - Customer had problems with the relay calls going through customer's Call Intercept feature.
  - Customer wanted the business to be educated in receiving relay calls. Customer experienced frequent hang-ups.
  - Customer requested Global Relay Block on customer number.

There were no complaints filed concerning:

- Operator Service for the Deaf

All of the Technical and Miscellaneous complaints were resolved within fifteen (15) days after the last day of the month in which the complaints were filed.

- Customer could not reach Directory Assistance when using MD Relay.
- Customer stated that operator did not remain transparent at the beginning of the relay call.
- Customer stated a friend who is hard of hearing and had trouble determines if the incoming call is TTY or relay call. Requested that the operators press space bar when calling to TTY user.
- Customer complained that the operators kept asking VCO caller to repeat the number several times.
- Operator did not respond to "LNR" request.
- Customer tried to place calling card call and received a message that the LD service has been disconnected.
- Customer attempted to call 711 several times using cellular phone without success.
- Customer wanted operators to provide more descriptive words of what the voice person sounded like.
- Customer wanted operator to explain why outbound caller hung up, and requested a detailed explanation as to what exactly happened and why.
- Customer wanted to know if relay kept records of calls, he/she wanted records to review the problems with Pizza Hut.

Further, Sprint TRS utilized the complaint information to determine its activities for refresher training.

All complaints filed for this 12-month period have been resolved. Sprint TRS and Maryland Relay made every effort to resolve all complaints within fifteen days after the last day of the month in which they were filed. Approximately ninety percent (90%) of the Service Type Complaints were resolved during the time that the complaint is filed with a supervisor. The remaining ten percent (10%) required additional follow-ups with either the operator and/or the customer. Additionally, Sprint and Maryland Relay established a policy to ask each customer who filed a complaint if they would like to provide their contact information and if they would like a call back. About ninety-five (95%) of the customers filing complaints did not wish to receive a call back. Instead, they want to be assured that the operator will be coached and receive any additional training that is necessary to improve the call processing.

#### *Technical Complaints*

1. 3 - complaints concerned Lost Branding
2. 0 - complaints concerned Charged for local call
3. 10 - complaints concerned Trouble in Linking Up to the Operator
4. 1 - complaint concerned Line disconnected
5. 2 - complaints concerned TTY users receiving Garbled Messages
6. 1 - complaint concerned the Customer Database Not Being Available
7. 0 - complaints concerned Split Screen
8. 6 - complaints concerned Other Technical Type Complaints such as:
  - The customer's Caller ID via Maryland Relay displayed "out of area".

**Attachment A**  
**Maryland Relay Summary Log**  
**June 1, 2001 – May 31, 2002**

Out of the one hundred and seventy three complaints filed, one hundred forty (140) complaints pertained to operator performance (Service Complaints). Another twenty-three (23) complaints pertained to technical problems (Technical Complaints) and the remaining ten (10) complaints pertained to issues such as calling rates, Operator Services for the Deaf, and Carrier of Choice issues (Misc. Complaints). Each of the three categories is discussed below:

**Service Complaints**

1. 12 - complaints concerned Answer Wait Time
2. 5 - complaints concerned Dial Out Time
3. 1 - complaint concerned Operator Not Following Customer Database Instructions
4. 23 - complaints concerned Operator Not Following Customer Instructions
5. 13 - complaints concerned Operator Not Keeping Customer Informed
6. 19 - complaints concerned Operator Disconnected Caller
7. 0 - complaints concerned Poor Spelling
8. 5 - complaints concerned Typing Speed and Accuracy
9. 5 - complaints concerned Poor Voice Tone
10. 7 - complaints concerned Everything Not Relayed
11. 0 - complaints concerned HCO Procedures Not Followed
12. 2 - complaints concerned VCO Procedures Not Followed
13. 4 - complaints concerned Two-Line VCO Procedures Not Followed
14. 0 - complaints concerned Background Noise Not Typed
15. 0 - complaints concerned Recording Feature Not Used
16. 0 - complaints concerned Noise in Center
17. 15 - complaints concerned Operator Was Rude
18. 3 - complaints concerned a Problem With an Answer Machine
19. 1 - complaint concerned Spanish Service
20. 0 - complaints concerned Speech to Speech
21. 25 - complaints concerned Other Problem Type Complaints that included:
  - Explanation of a standard relay call is inappropriate.
  - Operators switched within ten minutes after operator began to relay the call.

## **ATTACHMENT B**

### **Complaint Detail and Resolution Backup June 1, 2001 – May 31, 2002**

Note: Electronic version of filing has the appropriate spreadsheets attached.



# Maryland Relay FCC Annual Report

June 2001 - May 2002



## SERVICE COMPLAINTS

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#00 Answer Wait Time	2	0	1	0	0	2	0	2	0	3	1	1	12
#01 Dial Out Time	0	0	0	1	0	2	0	0	0	0	2	0	5
#02 Didn't Follow Database Inst.	0	1	0	0	0	0	0	0	1	0	0	0	1
#03 Didn't Follow Cust. Instruct.	3	1	6	2	1	1	2	1	3	0	1	2	23
#04 Didn't Keep Customer Informed	1	1	2	2	1	1	0	2	0	2	1	0	13
#05 Agent Disconnected Caller	2	1	0	1	1	0	4	3	2	2	1	2	19
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	1	1	1	1	0	1	0	1	0	0	0	0	5
#08 Poor Voice Tone	0	1	1	1	1	0	0	1	0	0	0	0	7
#09 Everything Relayed	3	1	0	0	0	2	0	0	1	0	0	0	9
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed	0	1	0	1	0	0	0	0	0	0	0	0	2
#12 Two-Line VCO Procedure Not F	0	0	0	2	0	1	0	0	0	0	0	0	4
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	1	1	3	0	0	0	1	1	1	3	1	3	15
#18 Problem Answer Machine	0	0	0	0	0	0	0	1	0	0	1	0	2
#19 Spanish Service	0	0	0	1	0	0	0	0	0	0	0	0	1
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	1	3	5	4	1	1	3	1	3	0	2	1	25
<b>TOTAL</b>	<b>14</b>	<b>13</b>	<b>19</b>	<b>16</b>	<b>5</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>139</b>

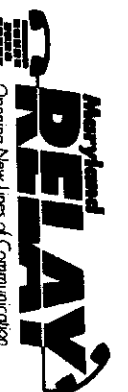
## TECHNICAL COMPLAINTS

#22 Lost Branding	0	0	0	1	0	0	1	0	0	0	0	1	3
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	1	0	1	1	2	0	2	1	1	1	10
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26 Garbled Message	0	1	0	1	0	0	0	0	0	0	0	0	2
#27 Database Not Available	0	0	0	0	0	0	0	1	0	0	0	0	1
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	2	1	0	0	1	0	0	1	1	0	6
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>23</b>



# Maryland Relay FCC Annual Report

June 2001 - May 2002



MISC COMPLAINTS												
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
#30 Rates	1	0	0	0	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	1	0	0	0	1
#33 Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	2
#34 Network Recording	0	0	0	1	0	0	0	1	0	0	0	6
#35 Other	1	1	0	3	0	0	0	0	0	1	0	0
TOTAL	2	1	0	4	0	0	1	2	0	1	0	11
TOTAL CONTACT	16	15	22	23	6	12	15	15	12	14	12	11
												173

# Complaint Tracking for Maryland

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2241	06/01/01	3	Agent kept telling caller she hit the key for U.S. Mint but I knew she did not cuz I just had an opr who contacted you & dialed the nbr and it went thru. She also said there is no such listing when I clearly typed pls give me the Sprint Info Service which is the DA. Thanked customer for his time and will forward this to MD Ctr.	06/05/01	Talked to agent & she stated that when she tried to get US Mint, she had to use Reg 800 and it still did not go through. She also stated that she did not know that the customer wanted DA when asking for Sprint info service. Reiterated the importance of giving quality customer service at all times.
3527	06/01/01	3	Agent kept telling caller she hit the key for U.S. Mint but I knew she did not cuz I just had an opr who contacted you & dialed the nbr and it went thru. She also said there is no such listing when I clearly typed pls give me the Sprint Info Service which is the DA. Thanked customer for his time and will forward this to MD Ctr.	06/06/01	Talked to agent & she stated that when she tried to get US Mint, she had to use Reg 800 and it still did not go through. She also stated that she did not know that the customer wanted DA when asking for Sprint info service. Reiterated the importance of giving quality customer service at all times.
3026C	06/03/01	35	Customer wants R. Murbach to know that she does not like the idea of her phone nbr being given out just because Relay began providing Caller ID. She has her phone nbr blocked from Caller ID on direct calls and it should be on Relay calls. CS offered to block her nbr from going out on Caller ID. She accepted and requested that her dedicated TTY line at work also have Caller ID blocked. Caller ID block was selected in the database.		
2243	06/04/01	3	Customer wanted clarification of policy involving DA. Agent did not immediately dial the nbr which came from the DA recording. What the agent did was ask the customer for the nbr.	06/07/01	Held discussion w/opr and discovered that she adamantly supported the position of not being able to honor customer request based on previous development from a supe. Cited the sections of the training manual where the customer's perspective is supported. Informed opr of correct procedures going forward. Took appropriate action. Held follow up contact w/customer and conducted consistency checks w/the 2 staff persons who supported oprs original understanding of DA procedure. Customer letter sent on 6/7 w/follow up call.

# Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3528	06/04/01	00	S2S user had to wait 9 mins before getting opr. Told opr to inform supe and have supe call him. Supe called customer back and he informed me that he used S2S for business calls and that it was very important that he is able to reach a S2S opr at all times so that his business does not suffer.	06/04/01	Apologized for wait time and explained that it is impossible to predict the call volume and unfortunately sometimes this may happen. Customer was not pleased w/my explanation and reiterated that having an opr available is necessary to his livelihood. Told customer respected his concern and would pass this info to my supe.
3027C	06/04/01	9	ASCII caller complained that agent did not type the voice mail msg verbatim. He has called VM many times and the opr did not type the call verbatim at all and agent typed gender 3 times. Caller felt this may have been a new opr and wanted supe to review procedure w/agent as MD is reviewing the Sprint contract and caller does not want to lose Sprint and get a new less experienced co where the service will be worse. Caller said there will be a lot to lose if oprs do not follow correct procedures.	06/04/01	Apologized to caller for this problem and thanked him for calling as this is one way we have to monitor our quality of service. Assured him a complaint would be filed. Agent 3016 does not recall this happening. Went over procedure.
2247	06/08/01	5	Customer stated that her mother called and complained opr hung up on her.	06/08/01	After talking w/opr, I called and talked directly w/the mother. Due to conflicting stories, it was concluded that customer was not aware of proper Relay protocol regarding opr's involvement in the call. It was concluded the opr did not hang up on the customer.
3054C	06/11/01	9	Customer complained that opr did not relay 2LVCO call. Did not type anything other party said. When customer asked opr if she heard what was said (trying to determine if there was any technical difficulty), CA replied that you were talking to each other as if you didn't need me and that is why she did not relay call. CS apologized for bad experience and agreed that it is the job of the CA to relay content of call. Thanked caller for bringing this to our attention.	08/16/01	Agent did not remember call but was still coached.
3626	06/18/01	00	A S2S user tried from 9:25 am until 9:50 am (Eastern Time) before he was able to reach a S2S opr. Caller is concerned because he uses the service in order to conduct his business.	06/18/01	Apologized for wait time and informed caller this info would be passed on.
2256	06/20/01	7	This opr did a lousy job. I asked her to repeat what the caller said & she typed it different - 3 different ways.	07/02/01	Thanked customer for feedback. Talked to opr, she did not remember call. Sent a letter to customer on 7/2.

## Complaint Tracking for Maryland

[illegible]

# Complaint Tracking for Maryland

July 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2264	07/02/01	3	Customer complained opr that did not follow her directions to dial to DA, instead opr called the nbr she gave.	07/02/01	Explained to customer that after speaking w/the opr, it was determined that the opr became confused when she provided her w/a phone nbr.
2267	07/06/01	9	Customer said that she placed a call to a lawyer and the the lawyer told her that the opr changed the language. Customer said "the language was changed makes us confusing".	07/09/01	Thanked the customer for the feedback and informed her that she will receive a follow up call pending further investigation w/the opr. Customer was also informed to contact the supe asap after placing the call for a more effective follow up on her complaint since the call lin question was taken over a wk ago. Agent doesn't remember nor understands this particular call.
3599	07/10/01	21	Customer received a call from someone who was using MD Relay. The call was lengthy and I tried to interrupt several times. I was unable to do so. As a result I had to suffer thru a long call because I could not interrupt the call.	07/10/01	Spoke to agent concerning call. Agent remembered call. A voice customer initiated this call and was upset speaking to a law firm. Agent did not receive the interrupt symbol on this call, only a GA. One time the TTY did type interrupt which the agent did. The agent understands the interrupt feature and knows when one is received, then she should interrupt the voice customer.
3239D	07/16/01	12	Opr did not know how to perform 2LVCO. CS apologized for inconvenience and thanked her for calling in. Let customer know this would be forwarded to appropriate ctr.	07/17/01	CA was coached on the correct procedure. She was taught by team leader & ctr mgr.
2283	07/19/01	8	CA dialed wrong nbr.	07/29/01	Spoke to opr & opr stated she had called the same nbr and phone was first answered by a name of a bank and 2nd time answered w/store name. I reiterated to her the importance of giving quality CS at all times.
2283	07/19/01	17			
2270	07/10/02	35	When calling on 711, customer wants system to answer tty first, not voice.	07/13/02	Lennox faxed the result to Pam Stewart.
3737	07/10/01	21	Explanation of a std relay call - inappropriate. She gave instruction for std. Relay and added info about HCO - Would have been confusing to a voice. Sentences had no intonation as well as spoken word- word - word. Not in complete sentence format.	07/27/02	Agent does not remember the call, but was coached for not giving std explanation and not lagging back when voicing.

# Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2272	07/11/01	05	Customer said that the opr hung up on his girlfriend. Customer remarked "the opr must be jealous or something" Thanked the customer for the feedback and informed him that I was aware of the situation because the opr requested my assistance after he directed profanity at her. Opr explained that voice person disconnected the call but customer thought opr disconnected. The customer was asked to request the assistance of a supervisor if he experiences problems with a call and to refrain from using profanity directed at the opr. The customer expressed understanding and agreed to inform a supervisor next time he has an issue regarding his call. Thanked the customer for the feedback and informed him that I will have additional follow-up with the opr.	07/11/02	During discussion with agent it was noted that agent did not hang up, agent was reminded of providing the best customer svc at all times.
2273	07/12/01				
2274	07/16/01	21	Customer complained that IRS wld not accept customer's call from MD Realy...IRS instructed customer to call directly through Red Realy...Customer refused ....(call ended after 30 mins) referred to Randy Murbach for further resolution.	07/19/01	Angela Officer discussed this issue w/ IRS representative and resolved this issue. They want user to be their customer and contact them directly on any issue. Angela communicated to the user via email.
2275	07/20/01	26	Customer said "check with opr 2815F. She cannot read me" Customer stated that the opr asked him to repeat and she still could not read him. Informed the customer that I would check with the opr and submit a trouble ticket to the technician if there was a technical problem associated with the computer.	07/20/01	Discussion held with agent and found no computer problems found during the rest of the day/
2278	07/24/01	07	CA 2426F had too many typos and was a pretty slow typist. Thanked customer for the feedback and informed them that the acct mgr would follow-up on this complaint.	07/25/02	This opr did not recall any problems relating to speed or accuracy. Coached on customer impact.

## Complaint Tracking for Maryland

[illegible]

# Complaint Tracking for Maryland

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2286	08/01/01	29	Customer complained announcements are time consuming, redundant, and irritating to regular (hearing) users of relay. Recommends agts don't use announcements with experienced customers.	08/03/02	Advised customer that the profile can be established w/ instruction not to announce relay. Other option is to let opr know prior to dialling out.
2282	08/01/01	21	Operators switched calls in less than ten minutes after opr relayed info, customer asked opr time of this call. New opr 9 min 40 seconds. Customer requested a letter & call. Lennox.	08/08/01	Agent did not remember call. Relay policies reiterated to agent. Lennox communicated w/ the customer.
2287	08/02/01	3	TTY customer complained that the previous opr before this opr dialed to 800 nbr instead of 888. She wasted 30 mins of my time.	08/02/01	Held development discussion w/opr. Discovered that only 11 mins of time transpired w/opr and this customer before new agent relieved old one. Opr discovered mistake and immediately apologized. Customer had chosen to insist nbr was correct when speaking w/OB. After opr confirmed mistake, call ended and correct digits input quickly, opr admits to focusing more on the letters given in the phone nbr making sure they corresponded to correct nbrs.
2299	08/02/01	24	Customer called 410 546 4400 Ramada Inn - Got "your LD svc has been temp discontinued" please call Cust Svc. See attached tape. Requested CDR from KC 8/13/01 - Lennox	10/25/02	Send response to Lennox Hood - 9/17 sent CDR records to Stn Slaughter so that he can open up a TT. Technician determined that there's a bug in software T&I is working on it. Lennox Paula communicated to the customer w/ result.
3333D	08/03/01	00	Customer unable to reach S2S. Just rings and rings. CS thanked customer for calling to let us know and told her this info would be forwarded to AM and customer is expecting return call from AM.	12/01/01	Left numerous messages: no responses. Closed on dec 1,2001
2290	08/04/01	17	Opr rude to customer because no details & no info as to how caller sounded. Observed call and end of call, customer asked opr if OB was rude. Opr responded "I can not take part in the conversation". Informed customer that complaint would be forwarded to supe and he wants follow up letter.	08/06/01	Discussed w/CA customer complaint & per agent, OB was not rude or impolite to customer. When explained this to customer, he became rude to me. I reiterated to agent to continue providing best customer service. Letter was sent to customer.
2292	08/06/01	3	Customer expressed concern that opr did not follow the instructions of connecting to specific dept.	08/06/01	After review of conversation, it was determined that the agent did not follow the customer's instructions. Developed the agent on the proper procedures regarding specific dept requested. Generated letter to the customer.
2292	08/06/01	4			

# Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2294	08/07/01	21	customer is complaining because he made a call to Pizza hut and he was later told by Pizza Hut that they did not have his address. He wanted to know if we cld check the record if his of his call to see that he had typed the address and wondered if it was not relayed.		Customer initially called into the center and made a request for me to check the records for his call made to Pizza Hut at 6:50pm. I explained that we did not keep a copy of the calls but that I wld document his concern. Held follow up discussion with the operator wo did not remember the call to Pizza Hut due to numerous calls processed that day. Followed up call placed to the cust. on 8/9, 8/13, and 8/15 no response. left ans mach. mgs.
2298	08/10/01	4	Customer called relay gave nbr opr said dialing local call ringing 1 ..2 .. 3.. 4.. ( nothing is hearing sounds if machine is on but no recording. Ga . Customer asked if recording is on .. Opr said yes. Customer types msg as if leaving msg on answer mach since the opr didn't indicate customer was talking to anyone. After customer typed message typed customer typed "ga" opr said ok thanks bye sk (person hung up ) Customer asked opr if they were talking to someone no response from opr cust waited a couple of minutes then asked whats the problem still no response then after a couple of minutes customer hung.	08/17/01	Copmuter error. Problem reported to tech 8/10 awaiting keyboard replacement. Agent unable to type to customer. Agent was instructed to use other available stations. TT submitted on day of event. Lennox emailed to the customer w/ result.
2297	08/10/01	17	customer felt that supervisor Dora was rude & was not aware of RFP and White	08/10/02	I have reviewed the complaint from Pam regarding the Supervisor being rude and not service oriented. I believe that Dora was trying to reiterate Agent protocol. I have discussed with Dora the way she stated this, however, I do feel the agent and Supervisor followed call processing procedures.
2296	08/10/01	3	Customer wanted agent to retain original message, after customer realized she gave wrong phone number.	08/13/02	I have reviewed the complaint I believe the supervisor and agent were trying to reiterate agent protocol. I have discussed with the supervisor the tones in which she relayed the information, however I do feel the agent and supervisor followed call processing procedures.
2302	08/14/01	8	Customer complained that when opr left a voice msg, the msg was unclear due to the opr talking so fast. The nbr was incomplete on the msg.	08/18/01	Placed a call back to the custoemr after speaking w/the opr. Opr was unable to remember the call. Coached opr on using appropriate voicing flow and tone when leaving a msg.

# Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3387D	08/14/01	29	Caller emailed CS complaining that MD Relay calls show on his caller ID as "out of area". CS explained that MD Relay does have caller ID feature that will show the person's nbr who is calling you if the call is local. DC Relay displays as DC Relay and caller prefers that feature which shows as relay call. CS thanked customer for contacting our dept. Informed him a TT#04127071 would be entered regarding his sister's nbr (that is local call - area code 202) not showing on his call ID and would forward his complaint to AM.	09/21/01	TT result: State of Maryland does not allow us to pass caller ID. AM MD does not offer caller ID.
2306	08/15/01	21	Customer said that the opr typed that the person who answered the phone was an opr and she just should not answer that it was an opr on the phone.		The opr said that after announcing the call the voice person said "hold on opr" and it is what was typed to the customer. It was delayed that theopr typed "hold on opr" but the customer will fax a tty tape of the conversation for further follow-up. Followed-up with the customer on 8/16.
2305	08/16/01	21	Opr should not interrupt process of outgoing call. She attempted twice to interrupt.	08/16/01	Talked to opr & she stated that when call was outdialling, she realized it should go thru Quest LD. Twice she tried to stop call & inform caller. She then realized it was local. She realizes her mistake & apologizes for error. On 8/10, letter was sent to customer.
2311	08/22/01	3	Voice customer complained that the opr wld not adhere to the request to refrain from giving the announcement. On a tty to voice call the customer was already familiar w/ relay and didn't want the call prolonged. Customer was unhappy about the opr's insistence on saying the announcement despite the customers request. Thaked the customer for bringing her concern to our attetnion. Gave acknoeement of understanding her perspective on why announmets can be time consuming for a familiar user. Also explained the contracual obligation linked to some call processing steps. Advised her feedback wld be forwarded to training department and that a development discussion wld be held w/ the opr as needed. Fowarded comments tp training sup via email. Discussion w. opr pending feedback from trainer.	08/22/02	Discussed w/ opr...retraining held with trainer.

# Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3436D	08/24/01	21	This customer states that he cannot call DA when using Relay MD. CS apologized to customer and let him know that we would check into it further to see why it was not working correctly. Also let him know that we would turn in a TT#04174419. CS checked database and no DA block was showing. Rep then simulated a call using customer's calling from nbr and found DA was blocked and a recording came on. Called Verizon (the customer's LEC) and Mrs. Martin said that this customer only has a block on 700 and 900 nbrs.	09/21/01	I was able to reproduce the problem. There is nothing in the database to prevent dialing information (240-555-1212) I get the message This call cannot be completed thru relay. DA calls have been restricted for your number ga I have referred this to test and Implementation : troy Zurbuchen.
3630	08/27/01	3	MD TTY user said this agent misdiald a LD call & when TTY user responded to tell them she misdiald, the agent would not respond. They were upset because they do not want to pay for LD charge when agent is one who entered wrong nbr. Apologized to customer and said that I would inform the agent's supe so that they can review proper procedure to give immediate credit whenever they misdial.	09/07/01	After talking w/opr, she indicated that she dialed the 1st nbr that the customer had provided which was apparently typed incorrectly by customer. After realizing the incorrect nbr was dialed, customer provided different nbr that was the intended nbr to be dialed. Opr informed me that she requested supe to come & assist, however, caller disconnected before supe could assist. Contacted customer and explained situation, pointing out that the LD charge incurred on bill was not due to opr error.
2317	08/28/01	17	Voice customer called into relay in error; opr asked calling to #. Customer did not understand; opr hung up on customer. Customer stated opr did not give # and was extremely rude. Apologized to the customer. Explained what relay is about and how to make calls. Explained can ask opr at any time to get opr ID #.	08/28/01	No further follow up possible. Customer did not have agnet #.
2319	08/30/01	3	Customer didn't give name and was upset because agent asked him to repeat his request. After I came over and tried to calm him down still irritated, said would call am and report agent. Asked caller for name wld not give.	09/04/01	TTY user had requested connection to alive person. When recording did not give an option to speak w/ live rep customer upset that opr did not use her own judgement in selecting an option. Opr advised customer of his need to choose for himself as the opr is not allowed to take control of the call. Asked asistance from in charge customer allowed redial but still not satisfied that option chosen led to another recording. This also upset the customer but he was willing to give another nbr for the opr to dial.

## Complaint Tracking for Maryland

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## Complaint Tracking for Maryland

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3637	09/02/01	1	Customer had a complaint that the agent took too long to process call. It took 3 attempts & over 3 mins. Spoke w/agent and the customer had requested an alternate call type on a LD call which the agent had a difficult time in obtaining, the Qwest network. Informed the agent if she ever has a hard time w/a call set up to immediately call the ACU or supe for assistance. Apologized to customer and assured him complaint would be documented and faxed to appropriate personnel. Thanked customer for taking time to let us know about service and again apologized.	09/02/01	Coached agent on handling difficult call set up
3638	09/02/01	21	Conversation went like this. My sending the dialogue in lower case and receiving dialogue thru Relay in upper case: MAY I HAVE YOUR PHONE NBR GA you must dial 711 first then my direct text telephone nbr 301 XXX XXXX ga (IM GIVING HER THE 800 NBR HOLD) MAY I ASK YOU A QUESTION GA sure ga (YOU MUST EXPLAIN THE RELAY AS I CANNOT DO IT FOR YOU GA) Guess this CA needs training.	09/05/01	Agent does not believe she told the caller that she cannot explain Relay. She said she always explains it and thought there may be more to the dialogue that is not reported. Coached agent. AM: called customer to update and customer was satisfied.
2323	09/03/01	21	TTY caller came in calling the opr names. Mr. Taubac then explained he was having problem with garbling msgs and interruptoins while typing. Casey explained sometimes could be clear on one end/garbled on other end at nobody's fault. Told customer in the future can request opr to repeat if garbled. Then he referred to an undocumented incident from last night - "opr dialed a wrong nbr why come they not listen to what I say." I eventually "calmed" the customer down, took his name and nbr and ended the call. "Gave 3 oprs# 2721, 2816, and 2713 who actually took the call and had no problems with garbled msg or interruptions.	09/08/01	Called customer. Garbling no longer an issue.
2323	09/03/01	26			
2324	09/03/01	35	Have touch tone LD carrier as LD service. Advised customer to just let realy know so so he would not have anymore problems.	09/03/01	No complaint against an agent. Customer just unsure as to how he scould avaid difficulties with making a touchtone the LD carrier for his calls. Agent in charge advised the customer to advise relay. Couldn't make a follow-up contact for more clarification as nbr was not volunteered.

## Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3493D	09/04/01	35	Customer complaint regarding his call intercept, which will not allow unidentified calls to go through. Therefore, when calls come through Relay, it is not identified and does not pass through. CS thanked customer for calling and informed him that this would be passed on to AM for follow up.	09/10/01	called and spoke to customer and he was satisfied with CS response.
3008E	09/06/01	22	Branding not displayed. CS apologized for inconvenience and informed complaint would be documented and forwarded to AM and TT #04222205 opened. Instructed customer to type VCO pls GA upon first connecting to opr so call can be properly processed.	09/07/01	TT result: the get ani program for call controller one had not been updated. Ran get ani to update all customer profile. AM: spoke to customer and found custome profile has been updated.
2325	09/06/01	3	Customer complained opr did a terrible job on my call. I had to tell her what to do almost had to tell her to do her job better. Customer commented opr cld not get information thru adiotext system. Csutomer was "impressed with opr's professionalism and honesty. Apologized to customer for level of svc received. stated opr had brought call to my attn yesterday. stated that opr was new and developing her skills. Csutomer appreciated feedback and apologized for complaining. Stated she is normally very pleased w/ svc of oprs.	09/07/01	Coached opr on audiotext protocol.
2325	09/06/01	7			
2326	09/06/01	29	Customer says that she has call waiting but have people telling her that the phone rings and rings and rings while on realy. Just curious if this is the case for call waiting while using relay. Informed the csuotmer tat I will forward her concern to the technical and acct mgr and have them follow up with her. Forwarded contact for further investigation and follow-up with Ms. Landew	09/13/01	Lennox communiated w ith customer of the result.
2327	09/07/01	8	Could not hear the ope asked her to repaet and she screamed in my ear. Had a very very rude tone of voice. Opr was very rude. Not familiar with the ans machine and opr was rude with her response when asked. Thanked the customer for the feedback and informed her that a follow-up discussion will be held with the opr regarding her complaint.	09/07/01	Follow-up held with opr who says that the customer had difficulty hearing her but she did not scream she turned up the microphone volume. Opr has been developed in procedures qhen experiencing such mentioned problems with microphone.

## Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3031E	09/10/01	12	Opr was hesitant before making 2LVCO call. Did not relay the phone was ringing. Did not relay voicemail w/several options, did not relay all of caller's words. Typed very slowly. Did not understand what person was saying and had to ask them to repeat. Call had ended and hung up even before opr finished relaying call. CS apologized for experience and informed a report would be sent to call ctr where opr located. Thanked her for taking time to call and make us aware of situation.	09/10/01	The agent was coached and developed on following the correct protocol for 2LVCO calls. A letter was addressed to the customer at the above address.
3640	09/10/01	5	Caller said agent did not complete call. Stated she was hung up on.	09/13/01	Agent does not remember the call.
2331	09/17/01	21	VCO customer received emergency phone call from his sister who had to disconnect and redial because nothing was being sent across the VCO users screen. Customer requested that supv speak with him regarding this matter and other issues that occurred over the weekend.	09/17/02	Encouraged customer to communicate w/ supervisor and CA was coached.
2336	09/20/01	21	Customer reported that he has a friend who is hard of hearing and is having a problem. The friend uses a portable tty and has a hard time telling if he has a relay call. He is suggesting that the oprs hit the space bar a few times when calling a tty person. Thanked the customer for the feedback and informed him that I will forward it to the appropriate person. Added that the above may benefit. Every tty user who do not have the flashing light to alert them of incoming call.	09/24/02	it is a suggestion of a complaint.
3081E	09/22/01	4	Agent slow in relaying call for VCO & was not informed when OB disconnected. Apologized for problem encountered & advised complaint would be forwarded to supe.	09/30/01	discussed call with agent who stated live disconnected and send macro to customer stating this agent was removed to provide top quality only to chat inform supervisor of impending issues.
3081E	09/22/01	34			
2339	09/22/01	4	Customer made a complaint that opr did not give all of info needed for customer's request to a specific inn. There was incomplete info given. Customer redialed and got an opr that gave all required info.	01/10/02	Agent 3033F was coached and informed to relay everything on calls. Also, if she is experiencing problems and immediately contact a supervisor.
3088E	09/24/01	11	TTY user reported complaint regarding trying to make reverse 2LVCO using a modem. CS apologized for problem and advised this would be forwarded to MD training & AM.	09/30/01	no agent number identification given